

Work Requirements Statement

Consular Assistant Position

The incumbent is one of two consular assistants in the Consular Section and performs the full range of consular duties, including Non Immigrant Visa (NIV), Immigrant Visa (IV) and American Citizen Services (ACS) functions. As one of only three full time LES in the Consular Section the incumbent must be able to perform all duties across the broad range of consular duties as necessary. The incumbent will frequently switch between all three types of consular duties – NIV, IV and ACS – throughout the day.

American Citizen Services – 35%

The incumbent carries out the full range of services for American citizens, including processing passport applications, Consular Reports of Birth Abroad, notarials, social security benefits, Special Citizen Service cases (including welfare and whereabouts and repatriations) and answering general inquiries.

-- The incumbent processes all passport cases from start to finish, preparing for final review applications involving clear-cut claims to U.S. citizenship, and obtaining affidavits in cases involving lost or stolen passports. The incumbent also processes all lost and stolen passport cases.

-- Process all notarial requests for a large variety of documents, and ensures the documents are accurate and ready for signature by the Consular Officer.

-- Assists applicants seeking passports and citizenship services in completing the requisite applications and in furnishing required documentation evidence.

-- Analyzes and researches a variety of cases of both relatively routine and complex in nature, and takes action to resolve issues independently or provides authoritative guidance to the Consular Officer.

-- Answers general inquiries relating to U.S. tax forms, local laws and practices relating to marriage, divorce and adoption. In addition, serves as Post's Voting Assistance Coordinator.

-- Responds to emergency cases involving U.S. citizens, dealing with the full range of cases including deaths, serious injury, welfare and whereabouts, mental illness, destitution and arrests.

-- The incumbent accompanies the Consular Officer as needed on jail visits, court hearing and in interacting with local government officials. Assists in child custody cases and compiles and updates post's list of attorneys.

Non-Immigrant Visa Processing – 35%

The incumbent carries out the full range of NIV services, accepting cases, answering inquiries, and ensuring applicants are ready for the Consular Officer to interview.

- Prepares all NIV applications and documents for adjudication by the Consular Officer. Provides English translation of Icelandic documents to the Consular Officer as needed.
- Analyzes and prepares for final review complex and questionable visa cases.
- Maintains files of issues and refused visa application in accordance with Department policy.
- Tracks complex NIV waiver cases, including relaying information to the Department of Homeland Security waiver processing offices in Washington, D.C.
- Answers NIV inquiries as required, both on the public e-mail inquiry system and by telephone.

Immigrant Visas – 20%

The incumbent handles the full range of Immigrant Visa services, which include a variety of complex and novel cases. The incumbent navigates a complex set of immigration laws and regulations in processing IV applications.

- Processes IV cases from beginning to end, including scheduling appointments for IV interviews with the Consular Officer, ensuring all necessary documents are included in the case file, printing visas and compiling finished visa packets for pick-up by visa applicants.
- Processes complex waiver cases for Immigrant Visa ineligibilities, maintaining regular contact with the Department of Homeland Security office at Embassy London.
- Answers a broad range of inquiries pertaining to the full range of Immigrant Visa services, including Congressional and Departmental correspondence, and requiring a highly developed ability to articulate issues orally and in writing.
- Investigates all IV related fraud, which includes coordinating with local government officials, Diplomatic Security and the Department of Homeland Security as appropriate.

Reports, Correspondence, and Remaining Up-To-Date – 5%

- The incumbent keeps all consular hand outs for the public and SOP's up-to-date and stocked in the section.
- Provides written and oral replies to a growing number of public inquiries, including questions regarding local laws and practices relating to marriage, divorce and adoption.
- Monitors changes in U.S. immigration law, U.S. nationality law and other consular regulations and, in consultation with the Consular Officer, implements these changes in the Consular Section as appropriate.
- Assists with the Consular Section's extensive outreach campaign to Icelandic universities and high schools, encouraging students to study in the United States and to dispel myths that obtaining a U.S. visa is a difficult task. This outreach includes possible public speaking, presentations, media interviews and statistical research.

Other Duties – 5%

-- Acts as back-up cashier as needed.